DSWD

Department of Social Welfare and Development

Company Profile

The **Department of Social Welfare and Development**, or **DSWD**, is a government agency that helps poor and vulnerable Filipinos through various social welfare programs. The **DSWD SWAD (Social Welfare and Development) Olongapo City Zambales** is located at **6th Floor, SM City Olongapo Downtown, Magsaysay Drive corner Gordon Avenue, Olongapo City Zambales**, directly serving the community by providing **medical**, **educational**, and **financial assistance**, as well as programs like the **Pantawid Pamilyang Pilipino Program (4Ps)**, **Sustainable Livelihood Program (SLP)**, and disaster response assistance. The office is a national government agency with approximately **50 employees**, serving Olongapo City and nearby areas in Zambales.

The office is headed by a **Provincial Officer**, supported by **social workers, administrative staff, and program coordinators**, operating under **DSWD Field Office III** in coordination with the **Olongapo City Social Welfare and Development Office**. The office layout includes a reception area, staff workstations, a conference room, a records section, and private rooms for client consultations. It is equipped with **desktop computers, printers, scanners, and internet**, with staff using **Microsoft Office, a beneficiary database system, and email for daily operations.**

Student Profile

I am **Kenneth S. Cruz**, a student of **Gordon College** taking up **BSIT**. I conducted my On-the-Job Training at the **DSWD SWAD Olongapo City Zambales** as part of the requirements for my practicum program.

My training period started on **June 8, 2026** and ended on **July 7, 2026** , with a total of **200** hours completed. During my training, I was assigned to various tasks including **verifying clients' IDs**, **writing/Encoding their information on paper forms** especially since most of our clients are elderly and cannot do it themselves, and **assisting them throughout the process**. We also **went to other locations** to pay out clients and helped **fill in missing client information** and **organize it in spread sheet.**

Week 1

Date	Activity/Task	Arrival Time	Departure Time	Hours
June 8, 2026	Verifying clients ID and Helping them fill information sheet	8:00	4:30	7.5
June 9, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 10,2026	Encoding clients data from Feb-May	7:30	4:30	8
June 11, 2026	Finishing remaining encoding from previous day	7:30	4:30	8
June 13, 2026	Full day filling out blank client infomation sheet	7:30	4:30	8
Total Hours: 39.5				

This was my first week of OJT. I spent most of my time getting to know the office and the staff. They taught me how to use the BBMS portal and I also helped with encoding data and assisting clients. It was a bit overwhelming at first since everything was new, but the staff were patient and guided me throughout the week. I started to get the hang of things by Friday.

Week 2

Date	Activity/Task	Arrival Time	Departure Time	Hours
June 15, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 16 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 17, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 18, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 19, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 20, 2026	Went to Calapacuan for senior citizen payout	7:30	4:30	8
Total Hours: 48				

On my second week at DSWD, I became more familiar with the processes and got to know more of the employees and volunteers. I also discovered that the one responsible for handling the Edukalinga program is us, which I realized when we went to Calapacuan. This week was more tiring than the first since schoolwork started to pile up and we were also processing the MOA.

Week 3

Date	Activity/Task	Arrival Time	Departure Time	Hours
June 22, 2026	Verifying clients ID and Helping them fill information sheet	7:30	7:30	8
June 23, 2026	Verifying clients ID and Helping them fill information sheet	7:30	7:30	8
June 24, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 25,2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 26, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 27, 2026	Full day filling out blank client infomation sheet	7:30	4:30	8
Total Hours: 48				

By the third week, I was used to the routine and felt like a regular employee. It still hurt seeing elderly clients get their papers rejected. I learned to handle angry people and communicate better. I also got better at dealing with kids. School was still a pain.

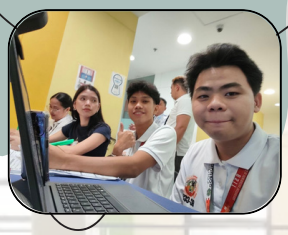
Week 4

Date	Activity/Task	Arrival Time	Departure Time	Hours
June 29, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
June 30, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
July 1, 2026	Verifying clients ID and Helping them fill information sheet	7:30	5:00	8.5
July 2, 2026	Verifying clients ID and Helping them fill information sheet	7:30	6:00	9.5
July 3, 2026	Verifying clients ID and Helping them fill information sheet	7:30	4:30	8
July 4, 2026	Full day filling out blank client infomation sheet	7:30	4:30	8
Total Hours: 50				

This week was more of the same tasks. I continued assisting clients, encoding data, and helping clients. I also started preparing for the end of my OJT.

Week 5

Date	Activity/Task	Arrival Time	Departure Time	Hours
July 6, 2026	Verifying clients ID and Helping them fill information sheet	7:30	5:00	8.5
June 7, 2026	Verifying clients ID and Helping them fill information sheet	7:30	5:00	8.5
Total Hours: 16				



My final week was short. I finished my remaining tasks, said goodbye to the staff, and completed my exit requirements. I thought it would be more dramatic but we just said our farewells and left like nothing happened. Still, I would forever remember this experience.

Summary	
Week	Hours
1	39.5
2	48
3	48
4	50
5	17
Total Hours: 202.5	

REVIEW & ANALYSIS

This OJT taught me that having a job is not easy, especially when dealing with people in need. I learned to be more patient, especially with elderly clients who need extra time and care. It was bittersweet. Every time we rejected someone who needed medical assistance, it hurt. But when a client got approved and thanked us, I felt appreciated. I also realized how tiring encoding is. Dealing with 150 to 200 clients a day was exhausting.

I met different kinds of people at DSWD. The staff were nice and always helped me. The clients were a mix of elderly, parents with kids, and stressed individuals. Some were grateful, others angry. I learned to stay calm and explain things better, which helped me grow.

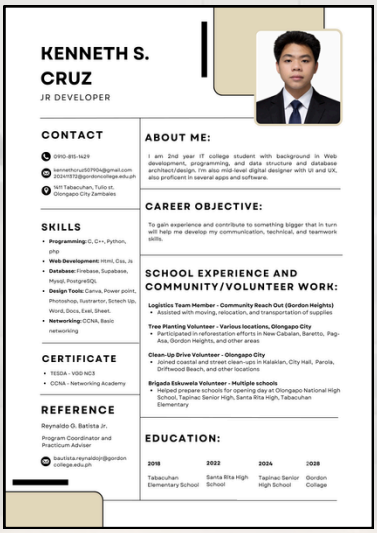
I practiced basic computer skills like using Excel and the BBMS portal for encoding and updating client info. I also got comfortable using printers and scanners.

One big problem was dealing with clients whose papers got rejected or stub numbers were out of order. You can't reason with angry people, so it's better to appeal to their emotions. Another problem was the number of clients. Handling 150+ people a day was exhausting, so taking breaks once in a while helped.

My suggestion is to reduce the requirements before starting OJT. There are too many papers, and some of my batchmates haven't even started because of the MOA. Also, allow double hours if the company permits. I could have finished in four weeks, but I had to add 3 more days because it wasn't allowed.

APPENDICES

Modern Resume



KENNETH S. CRUZ
JR DEVELOPER

CONTACT
0910-815-1429
kennethcruz50790@gmail.com
202411172@gordoncollege.edu.ph
NIT Tabacuhan, Tulo st. Olongapo City Zambales

SKILLS
- Programming: C, C++, Python, php
- Web Development: Html, Css, Js
- Database: Firebase, Supabase, Mysql, PostgreSQL
- Design Tools: Canva, Power point, Photoshop, Illustrator, Screen Up, Word, Docs, Exel, Sheet.
- Networking: CCNA, Basic networking

CERTIFICATE
- TESDA - VDD NC3
- CCNA - Networking Academy

REFERENCE
Reynaldo G. Batista Jr.
Program Coordinator and Practicum Adviser
bautista.reynaldojr@gordoncollege.edu.ph

ABOUT ME:
I am 2nd year IT college student with background in Web development, programming, and data structure and database architect/design. I'm also mid-level digital designer with UI and UX, also proficient in several apps and software.

CAREER OBJECTIVE:
To gain experience and contribute to something bigger that in turn will help me develop my communication, technical, and teamwork skills.

SCHOOL EXPERIENCE AND COMMUNITY/VOLUNTEER WORK:
Logistics Team Member - Community Reach Out (Gordon Heights)
- Assisted with moving, relocation, and transportation of supplies

Tree Planting Volunteer - Various locations, Olongapo City
- Participated in reforestation efforts in New Cabalan, Barretto, Pag-Asa, Gordon Heights, and other areas

Clean-Up Drive Volunteer - Olongapo City
- Joined coastal and street clean-ups in Kalaklan, City Hall, Parola, Driftwood Beach, and other locations

Brigada Eskwela Volunteer - Multiple schools
- Helped prepare schools for opening day at Olongapo National High School, Tapinac Senior High, Santa Rita High, Tabacuhan Elementary

EDUCATION:

2018	2022	2024	2028
Tabacuhan Elementary School	Santa Rita High School	Tapinac Senior High School	Gordon College

Application Letter

June 1, 2026

Ms. Lucrecia M. Cruz
SWO III, Provincial Team Leader(PTL)
DSWD
Magsaysay Drive, cor Gordon Ave, Olongapo City, Zambales

Dear **Ms. Cruz,**

I am **Kenneth S. Cruz**, a **2nd year Bachelor of Science in Information Technology (BSIT)** student of **Gordon College - College of Computer Studies.** In partial fulfillment of the requirement of this degree, I am required to have an **On-the-Job Training (OJT)** for a minimum of **200 hours.**

I would like to apply as a student trainee in your company because I believe that the training and experience that I will acquire from your company will enrich my knowledge about my course.

Thank you for any consideration and opportunity that you may give to this letter of application.

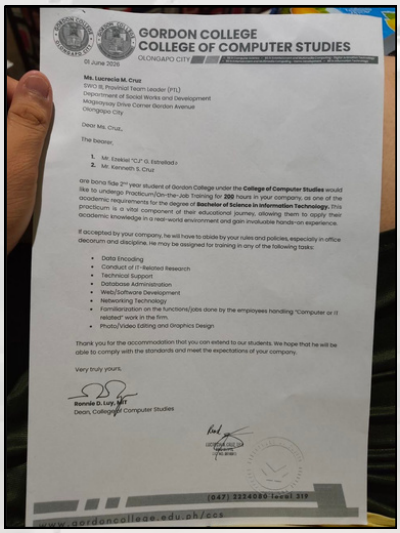
Very truly yours,

Kenneth S. Cruz
#1411 Tulo St., Tabacuhan, Santa Rita, Olongapo City, Zambales
+ 63 910 815 1429

Noted:

Prof. Reynaldo G. Bautista Jr., MSCS
Practicum Adviser
bautista.reynaldojr@gordoncollege.edu.ph

Endrosment Letter



GORDON COLLEGE
COLLEGE OF COMPUTER STUDIES
OLONGAPO CITY

05 June 2026

Ms. Lucrecia M. Cruz
SWO III, Provincial Team Leader (PTL)
Department of Social Works and Development
Magsaysay Drive Corner Gordon Avenue
Olongapo City

Dear Ms. Cruz,

The bearer,

1. Mr. Ezekiel "CJ" G. Estrellado
2. Mr. Kenneth S. Cruz

are bona fide 2nd year student of Gordon College under the **College of Computer Studies** would like to undergo Practicum/On-the-Job Training for **200** hours in your company, as one of the academic requirements for the degree of **Bachelor of Science in Information Technology.** This practicum is a vital component of their educational journey, allowing them to apply their academic knowledge in a real-world environment and gain invaluable hands-on experience.

If accepted by your company, he will have to abide by your rules and policies, especially in office decorum and discipline. He may be assigned for training in any of the following tasks:

- Data Encoding
- Conduct of IT-Related Research
- Technical Support
- Database Administration
- Web/Software Development
- Networking Technology
- Familiarization on the functions/jobs done by the employees handling "Computer or IT related" work in the firm.
- Photo/Video Editing and Graphics Design

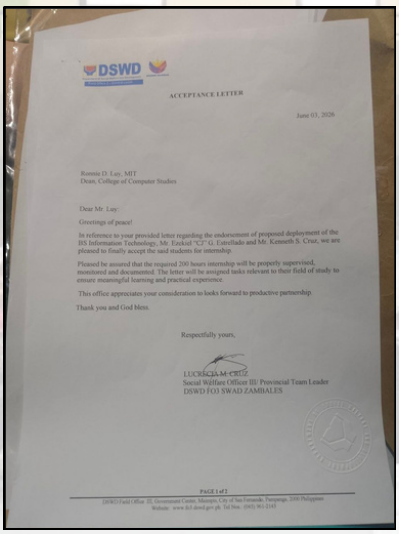
Thank you for the accommodation that you can extend to our students. We hope that he will be able to comply with the standards and meet the expectations of your company.

Very truly yours,

Ronnie D. Luy, MIT
Dean, College of Computer Studies

(047) 2234080 local 319
www.gordoncollege.edu.ph/ccs

Acceptance Letter



DSWD

ACCEPTANCE LETTER

June 03, 2026

Ronnie D. Luy, MIT
Dean, College of Computer Studies

Dear Mr. Luy,

Greetings of peace!

In reference to your provided letter regarding the endorsement of proposed deployment of the BS Information Technology, Mr. Ezekiel "CJ" G. Estrellado and Mr. Kenneth S. Cruz, we are pleased to finally accept the said students for internship.

Pleased be assured that the required 200 hours internship will be properly supervised, monitored and documented. The letter will be assigned tasks relevant to their field of study to ensure meaningful learning and practical experience.

This office appreciates your consideration to looks forward to productive partnership.

Thank you and God bless.

Respectfully yours,

LUCRECIA M. CRUZ
Social Welfare Officer III/ Provincial Team Leader
DSWD FO3 SWAD ZAMBALES

PAGE 1 of 2

Parent/Guardian Waiver

PARENT/GUARDIAN'S WAIVER

TO WHOM IT MAY CONCERN:

This is to certify that I, **Clarizza I. Sioson** Parent/Guardian of **Kenneth S. Cruz**, a student of Gordon College – College of Computer Studies, grant this permission for him/her to undergo On-the-Job Training in **DSWD** situated at **Magsaysay Drive, cor Gordon Ave, Olongapo City, Zambales**. I understand and agree that this training is necessary as well as important in honing the skills and work ethics of my child in relation to his/her course **BSIT** being taken under the Gordon College – College of Computer Studies.

I further agree and affirm that Gordon College and **DSWD** are in no way responsible nor liable to any untoward incident or accident that might happen upon in the course of training.

I also certify that he/she on his/her own free will, signified to me his/her decision to undergo his/her on-the-job training as evidence by his/her signature affixed below together with my own signature.

Kenneth S. Cruz
Student Trainee
Bachelor of Science in Information Technology (BSIT)

Clarizza I. Sioson
Parent/Guardian

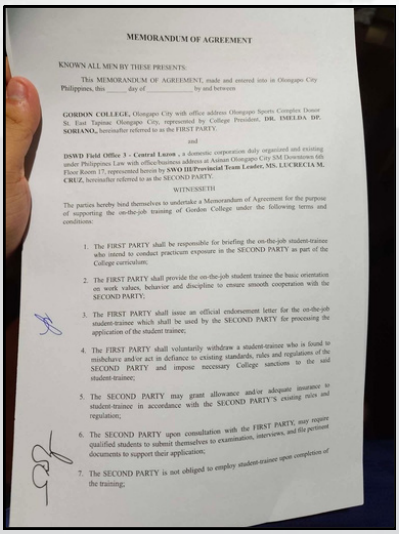
*** Note: Attach a Parent/Guardian's ID with signature and photos of your parents while signing*

REPUBLIKA NG PILIPINAS
PAMBANSANG PAGKAKAKILANLAN
6231-8672-8730-4698
SIOSON
CLARIZZA
SEPTEMBER 08, 1980

FEMALE
SINGLE

*** Note: Attach a Parent/Guardian's ID with signature and photos of your parents while signing*

Memorandum of Agreement



MEMORANDUM OF AGREEMENT

KNOWN ALL MEN BY THESE PRESENTS:

This MEMORANDUM OF AGREEMENT, made and entered into in Olongapo City Philippines, this _____ day of _____ by and between

GORDON COLLEGE, Olongapo City with office address Olongapo Sports Complex Donor St. Fist Tapinac Olongapo City, represented by College President, **DR. IMELDA DP. SORIANO,** hereinafter referred to as the FIRST PARTY.

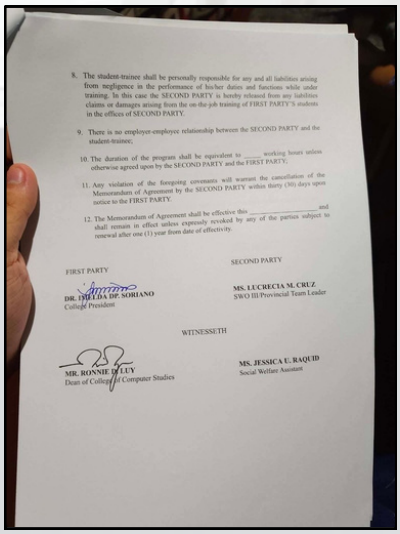
and

DSWD Field Office 3 - Central Luzon, a domestic corporation duly organized and existing under Philippines Law with office/business address at Ashian Olongapo City SM Downtown 6th Floor Room 17, represented herein by **SWO III/Provincial Team Leader, MS. LUCRECIA M. CRUZ**, hereinafter referred to as the SECOND PARTY.

WITNESSETH

The parties hereby bind themselves to undertake a Memorandum of Agreement for the purpose of supporting the on-the-job training of Gordon College under the following terms and conditions:

1. The FIRST PARTY shall be responsible for briefing the on-the-job student-trainee who intend to conduct practicum exposure in the SECOND PARTY as part of the College curriculum;
2. The FIRST PARTY shall provide the on-the-job student trainee the basic orientation on work values, behavior and discipline to ensure smooth cooperation with the SECOND PARTY;
3. The FIRST PARTY shall issue an official endorsement letter for the on-the-job student-trainee which shall be used by the SECOND PARTY for processing the application of the student trainee;
4. The FIRST PARTY shall voluntarily withdraw a student-trainee who is found to misbehave and/or act in defiance to existing standards, rules and regulations of the SECOND PARTY and impose necessary College sanctions to the said student-trainee;
5. The SECOND PARTY may grant allowance and/or adequate insurance to student-trainee in accordance with the SECOND PARTY'S existing rules and regulation;
6. The SECOND PARTY upon consultation with the FIRST PARTY may require qualified students to submit themselves to examination, interviews, and the pertinent documents to support their application;
7. The SECOND PARTY is not obliged to employ student-trainee upon completion of the training;



8. The student-trainee shall be personally responsible for any and all liabilities arising from negligence in the performance of his/her duties and functions while under training. In this case the SECOND PARTY is hereby released from any liabilities claims or damages arising from the on-the-job training of FIRST PARTY'S students in the offices of SECOND PARTY.
9. There is no employer-employee relationship between the SECOND PARTY and the student-trainee;
10. The duration of the program shall be equivalent to _____ working hours unless otherwise agreed upon by the SECOND PARTY and the FIRST PARTY;
11. Any violation of the foregoing covenants will warrant the cancellation of the Memorandum of Agreement by the SECOND PARTY within thirty (30) days upon notice to the FIRST PARTY.
12. The Memorandum of Agreement shall be effective this _____ and shall remain in effect unless expressly revoked by any of the parties subject to renewal after one (1) year from date of effectivity.

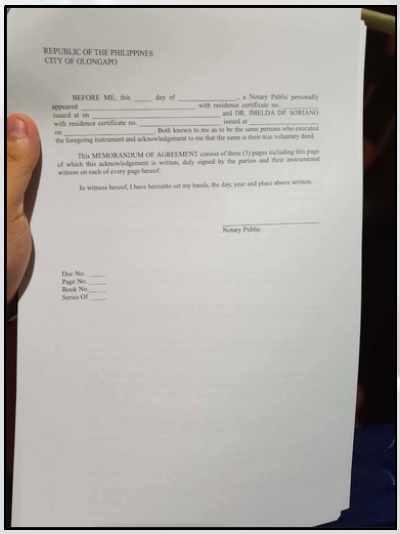
FIRST PARTY
DR. IMELDA DP. SORIANO
College President

SECOND PARTY
MS. LUCRECIA M. CRUZ
SWO III/Provincial Team Leader

WITNESSETH

MR. RONNIE D. LUY
Dean of College of Computer Studies

MS. JESSICA U. RAQUID
Social Welfare Assistant



REPUBLIC OF THE PHILIPPINES
CITY OF OLONGAPO

BEFORE ME, this _____ day of _____, a Notary Public personally appeared _____ with residence certificate no. _____ issued at on _____ and DR. IMELDA DP. SORIANO with residence certificate no. _____ issued at _____ on _____. Both known to me as to be the same persons who executed the foregoing instrument and acknowledgement to me that the same is their true voluntary deed.

This MEMORANDUM OF AGREEMENT consist of three (3) pages including this page of which this acknowledgement is written, duly signed by the parties and their instrumental witness on each of every page hereof.

In witness hereof, I have hereunto set my hands, the day, year and place above written.

Notary Public

Doc No. _____
Page No. _____
Book No. _____
Series Of _____